

# Reading

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
390256	MILTON S HERSHEY MEDICAL CENTER	500 UNIVERSITY DRIVE
390225	EPHRATA COMMUNITY HOSPITAL	169 MARTIN AVENUE
390179	CHESTER COUNTY HOSPITAL	701 EAST MARSHALL ST
390153	MAIN LINE HOSPITAL PAOLI	255 WEST LANCASTER AVENUE
390133	LEHIGH VALLEY HOSPITAL	PO BOX 689
390123	POTTSTOWN MEMORIAL MEDICAL CENTER	1600 EAST HIGH STREET AND ARMAND HAMMER BLVD
390100	LANCASTER GENERAL HOSPITAL	555 NORTH DUKE STREET
390096	ST JOSEPH MEDICAL CENTER	2500 BERNVILLE ROAD
390049	ST LUKE'S HOSPITAL BETHLEHEM	801 OSTRUM STREET
390044	READING HOSPITAL MEDICAL CENTER	SIXTH AVENUE AND SPRUCE ST
390006	GEISINGER MEDICAL CENTER	100 NORTH ACADEMY AVENUE

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Address 2	Address 3	City	State
		HERSHEY	PA
		EPHRATA	PA
		WEST CHESTER	PA
		PAOLI	PA
		ALLENTOWN	PA
		POTTSTOWN	PA
		LANCASTER	PA
		READING	PA
		BETHLEHEM	PA
		READING	PA
		DANVILLE	PA

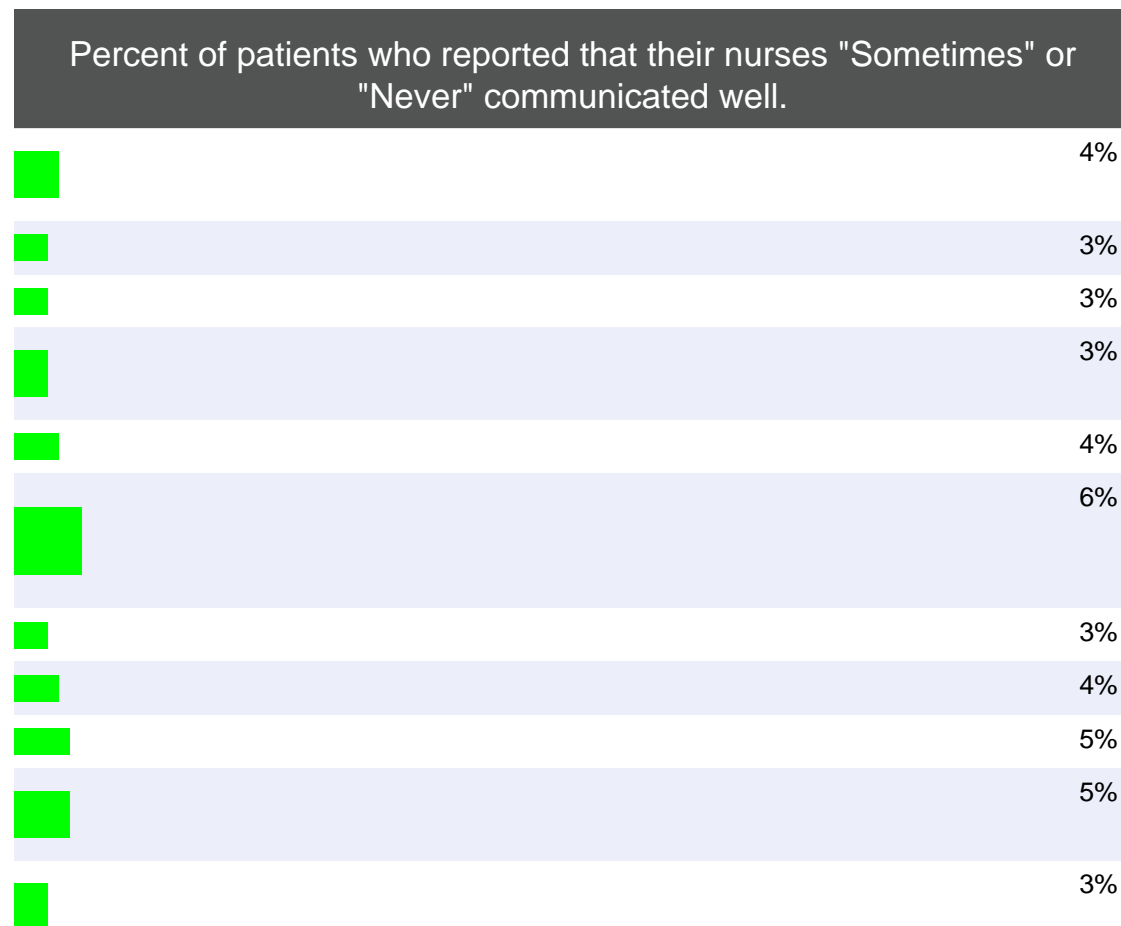
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ZIP Code	County Name	Phone Number
17033	DAUPHIN	7175318521
17522	LANCASTER	7177330311
19380	CHESTER	6104315000
19301	CHESTER	6106481000
18105	LEHIGH	6104022273
19464	MONTGOMERY	6103277000
17604	LANCASTER	7172995511
19605	BERKS	6103782300
18015	NORTHAMPTON	6109544000
19603	BERKS	6109888000
17822	MONTOUR	5702716211

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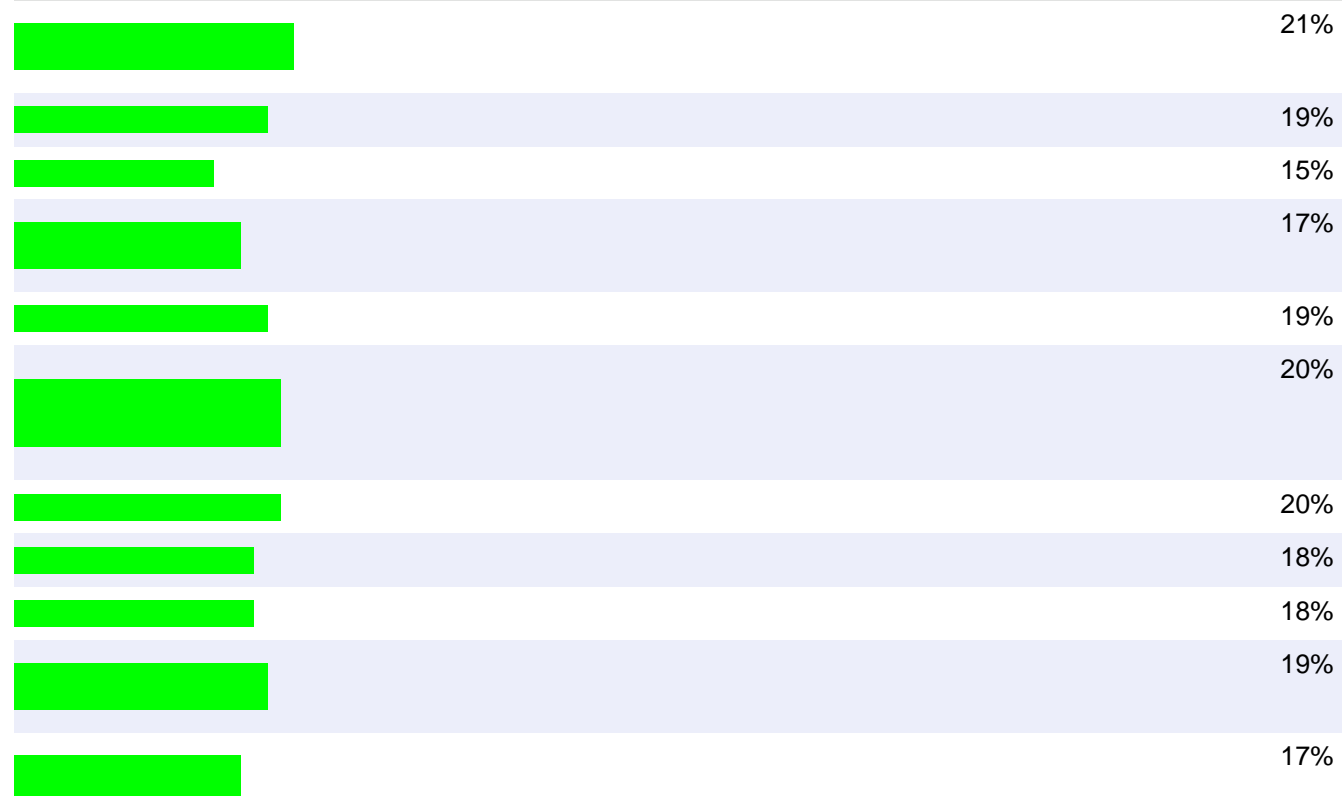
Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Reading

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.



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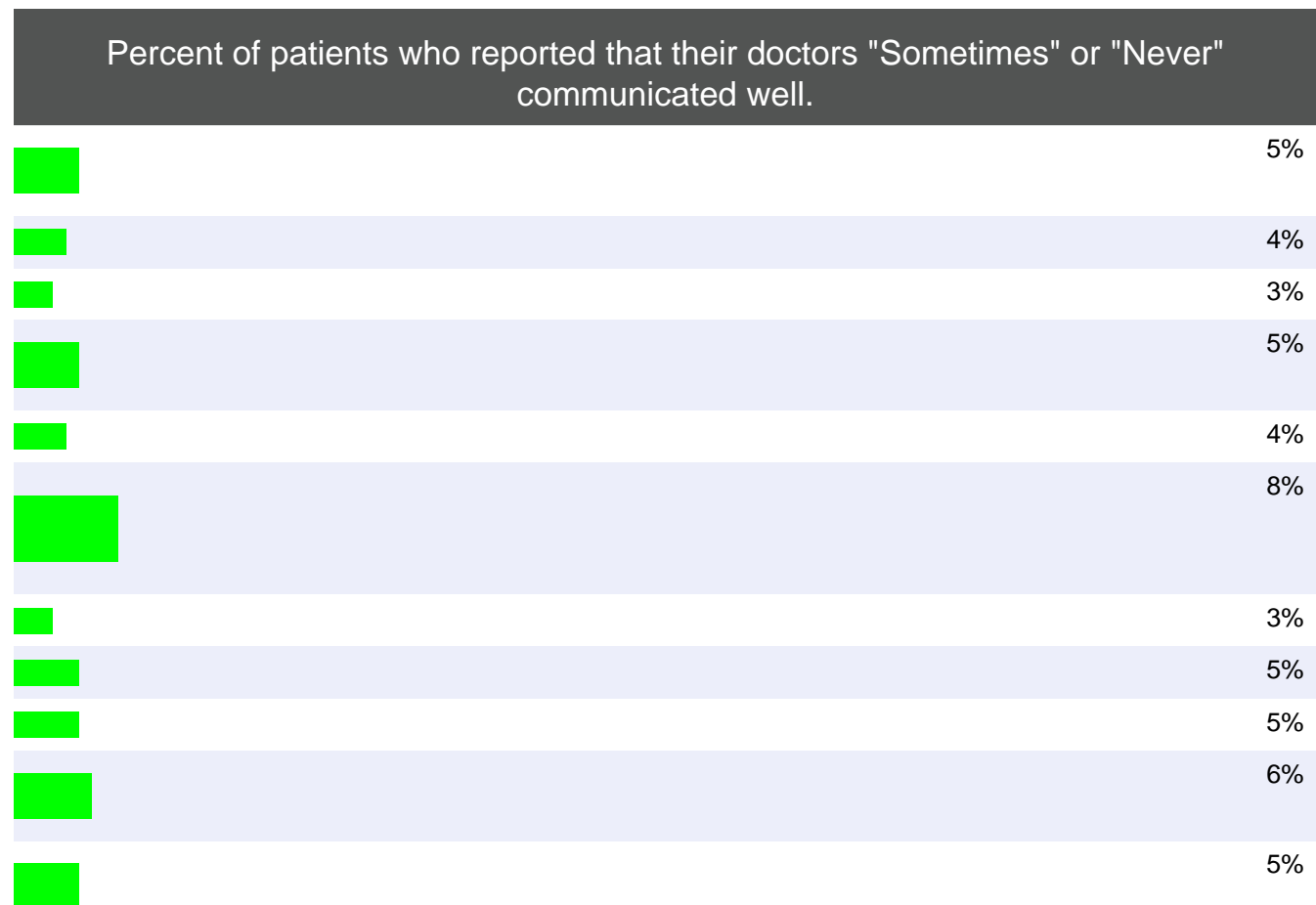
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



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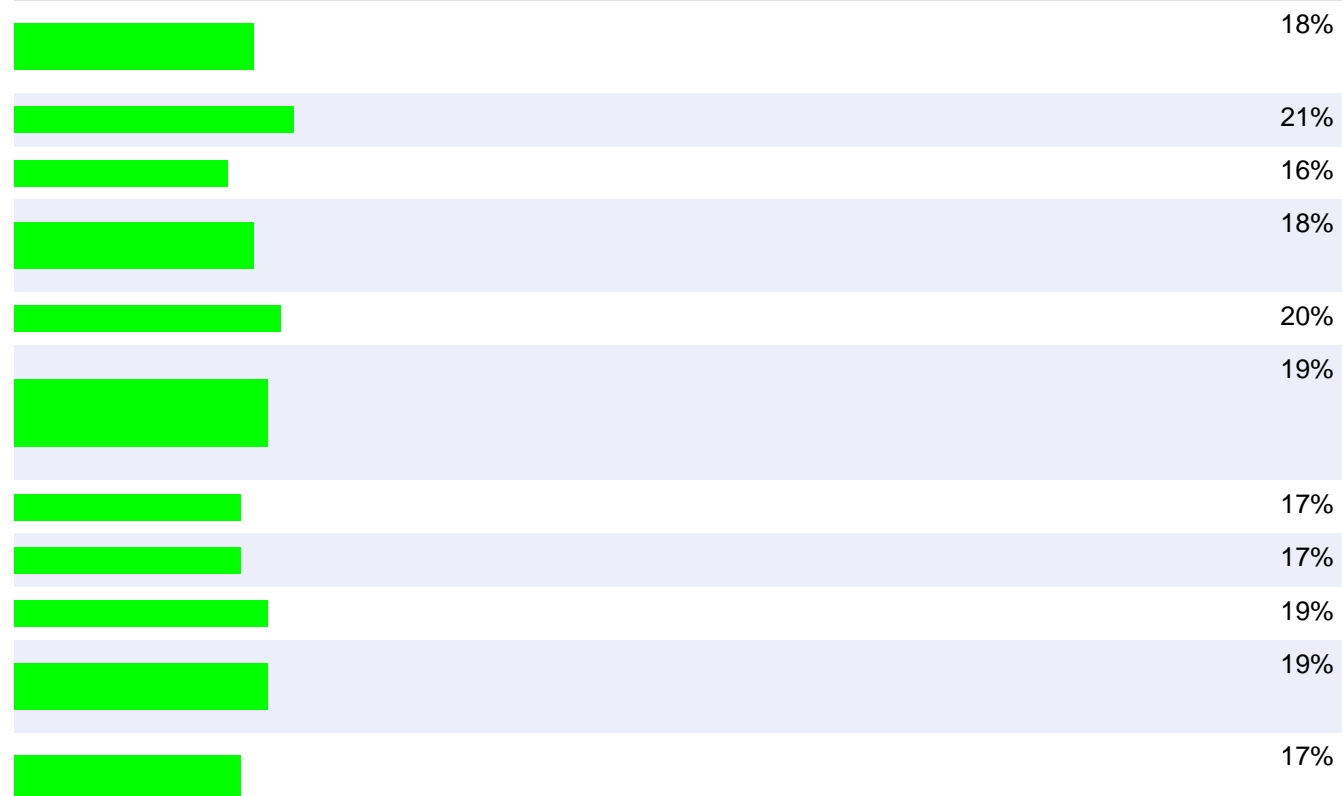
Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Reading

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.





# Reading

Based on Survey of Patients' Hospital Experiences (HCAHPS)

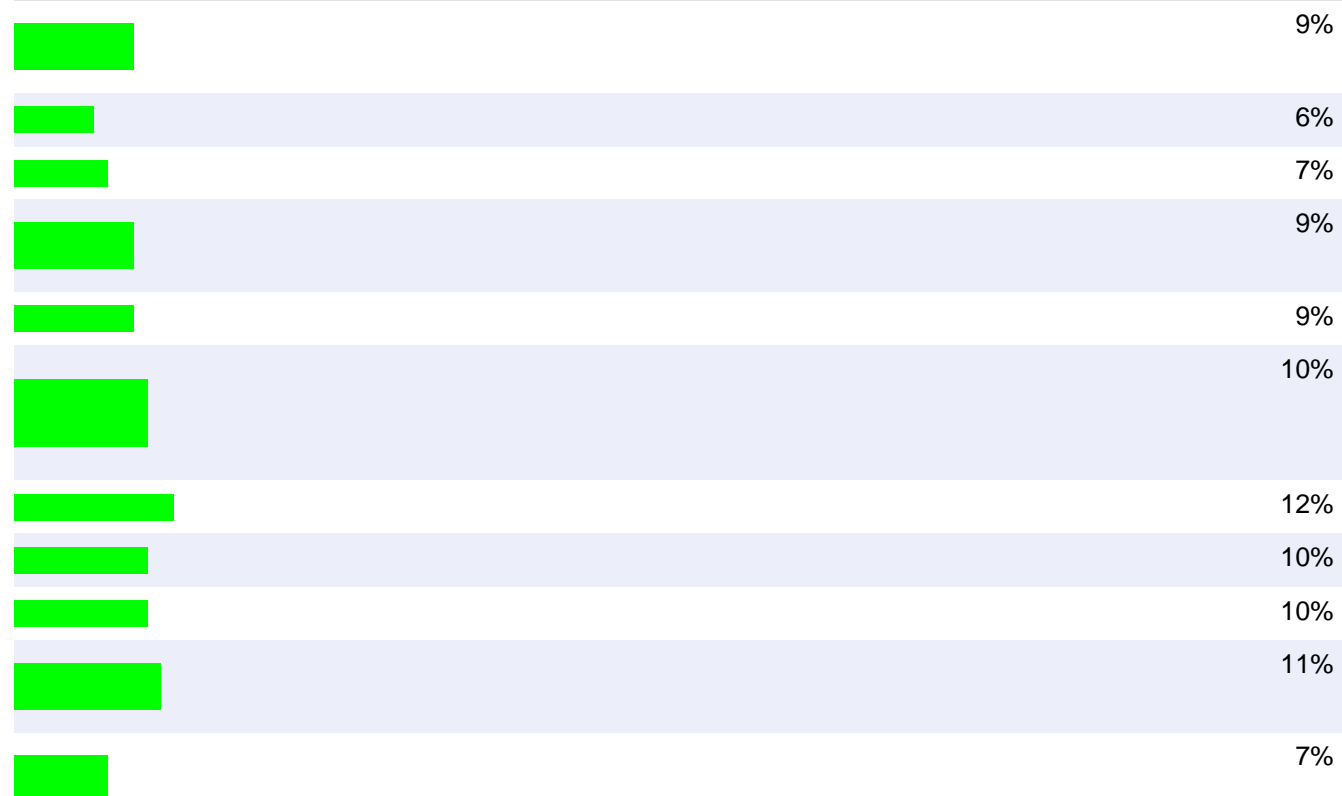
Percent of patients who reported that their doctors "Always" communicated well.



# Reading

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

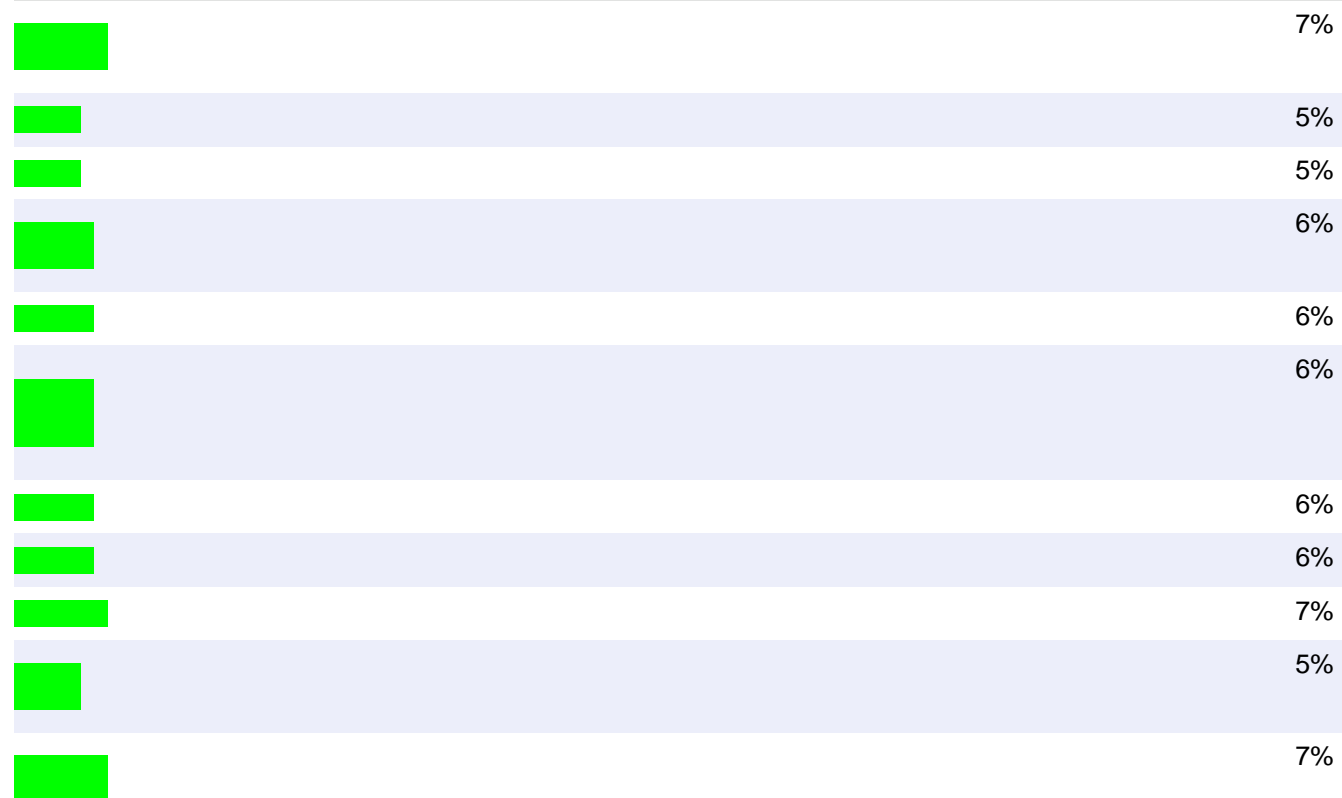
Percent of patients who reported that they "Always" received help as soon as they wanted.



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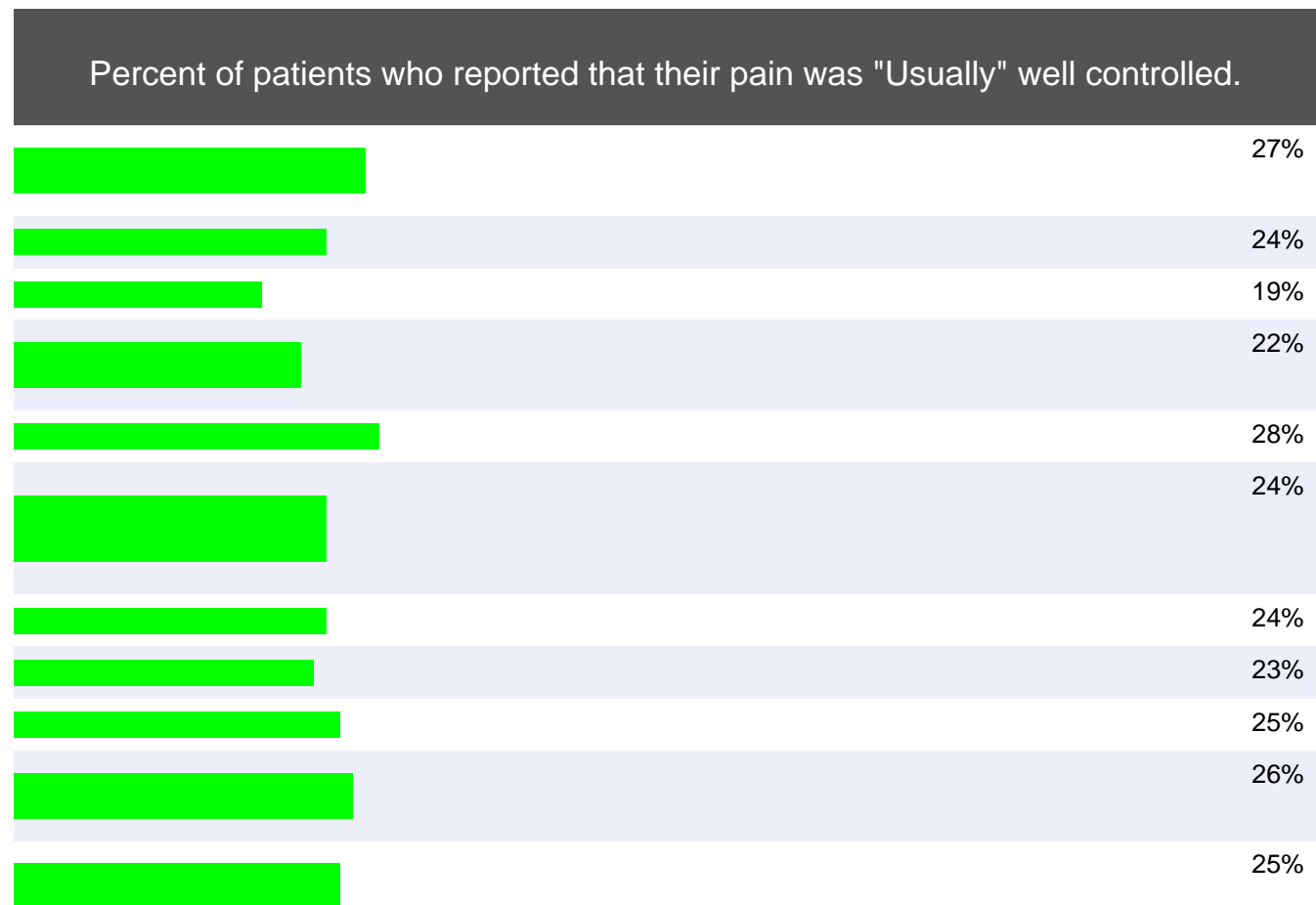
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



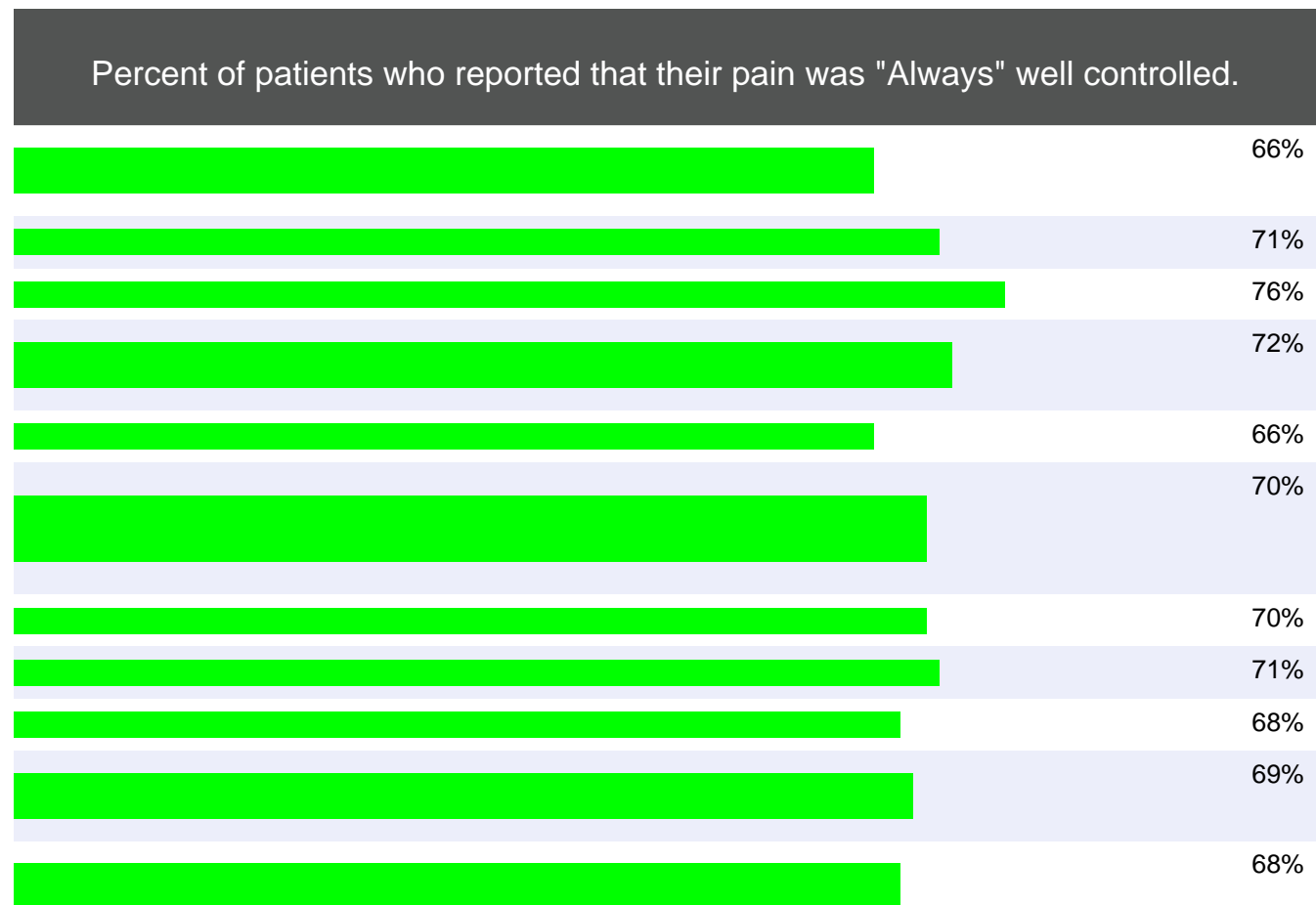
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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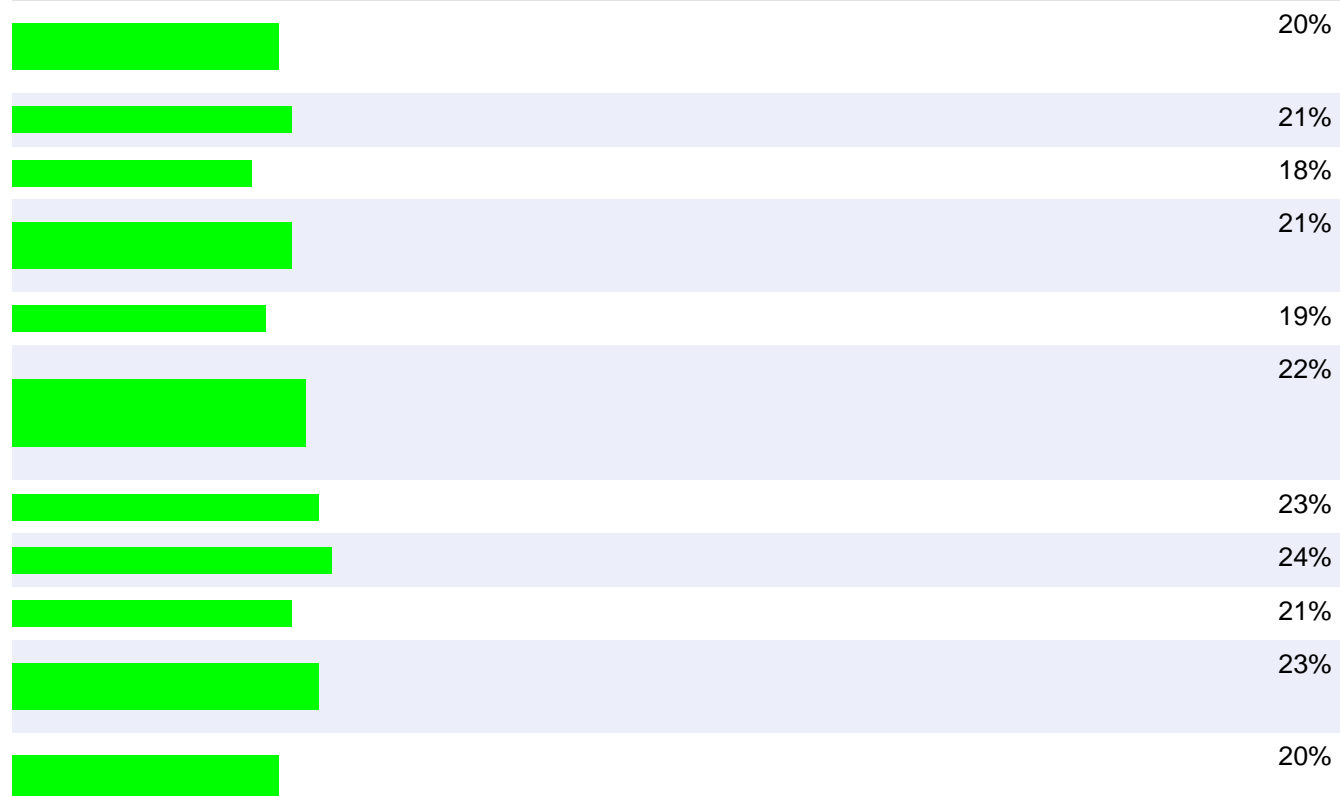
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

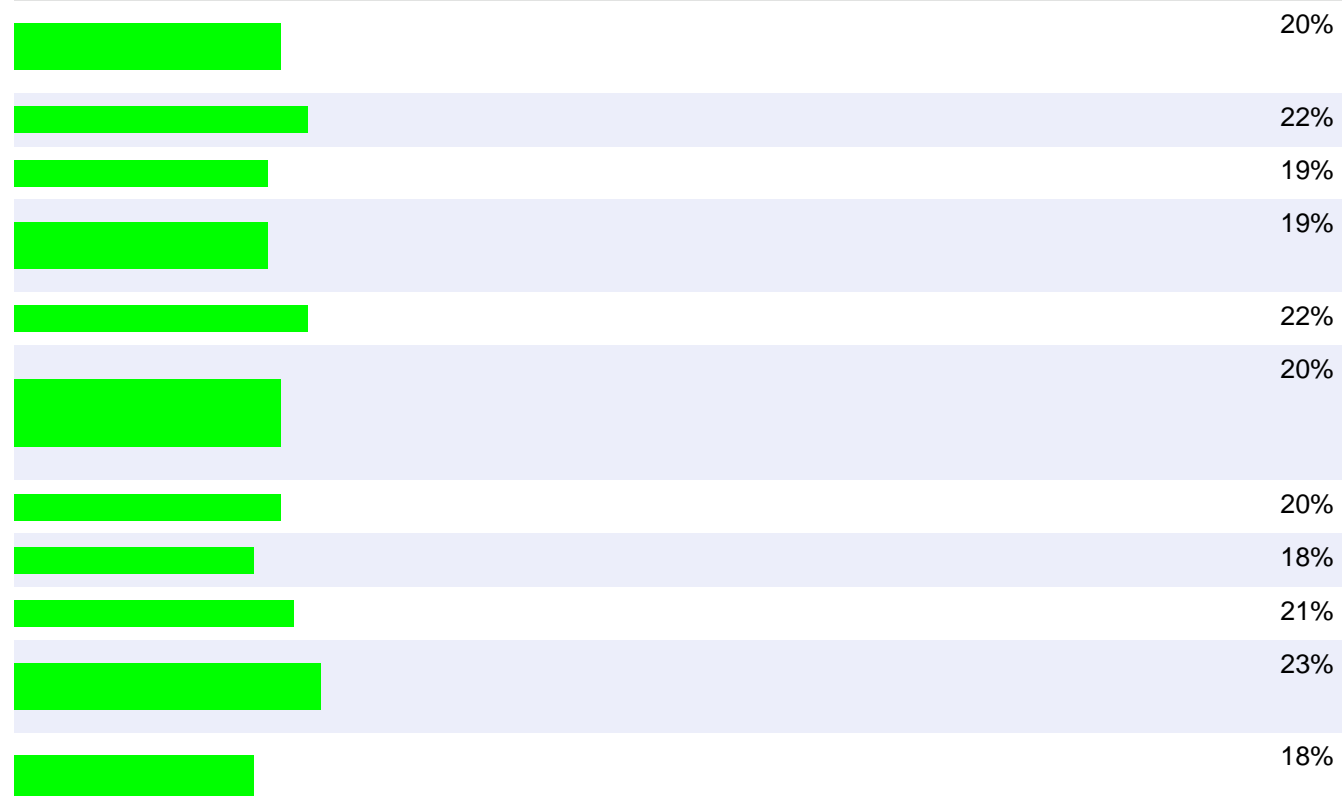




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Based on Survey of Patients' Hospital Experiences (HCAHPS)

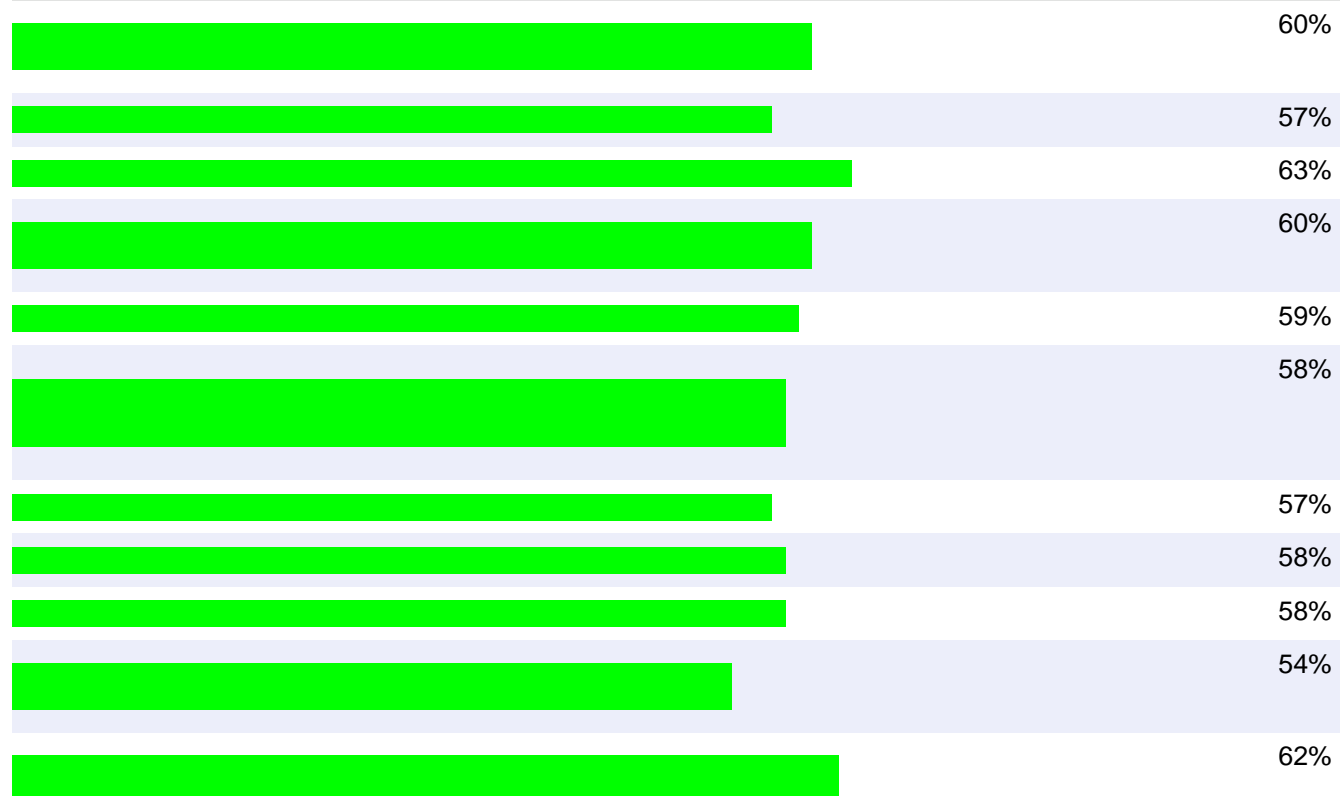
Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

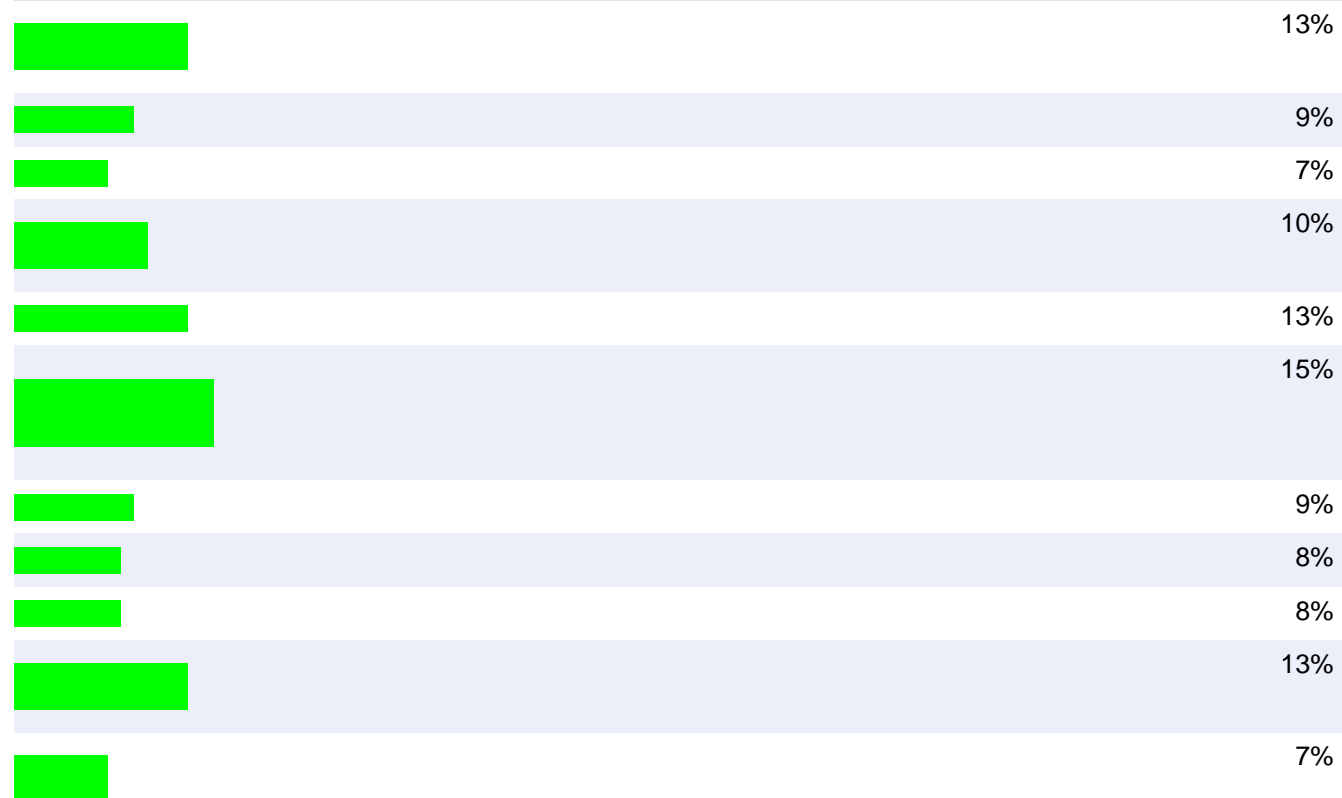
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

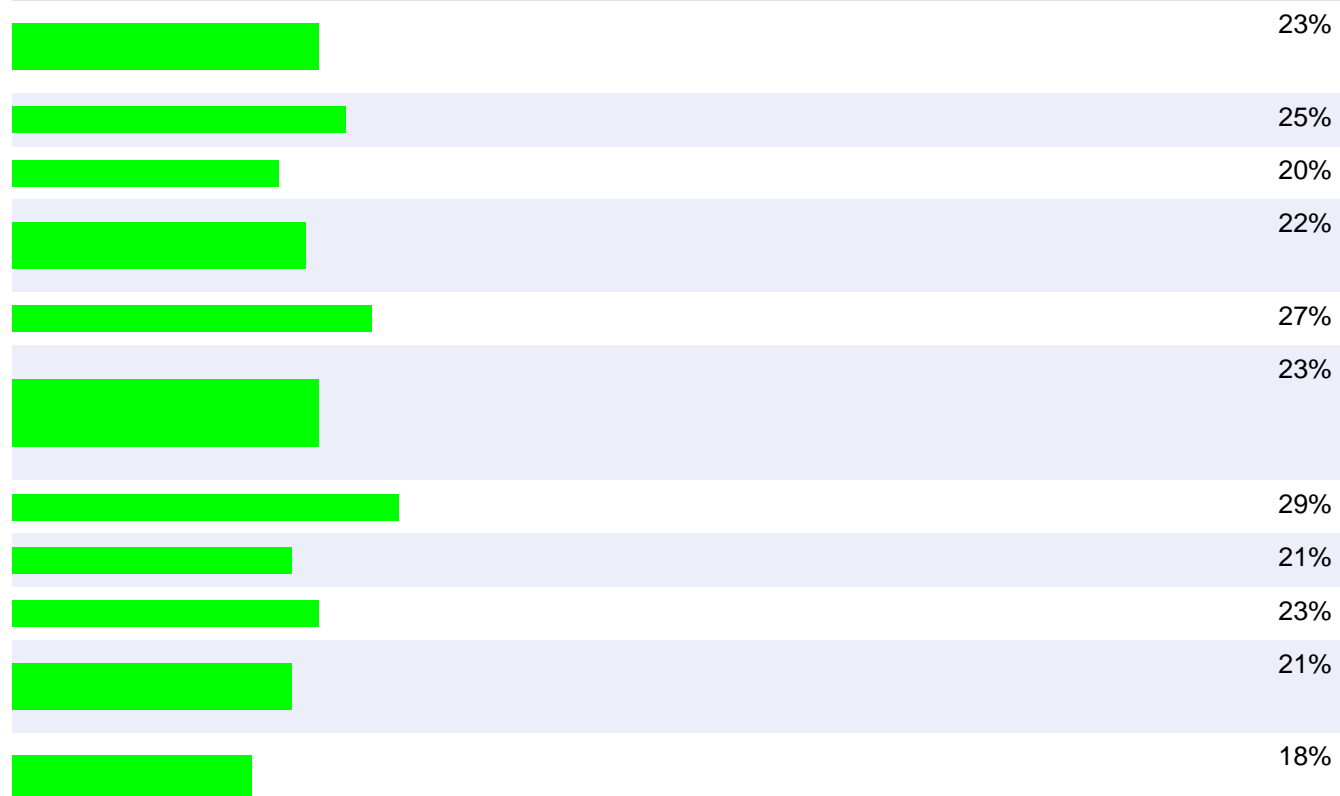
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

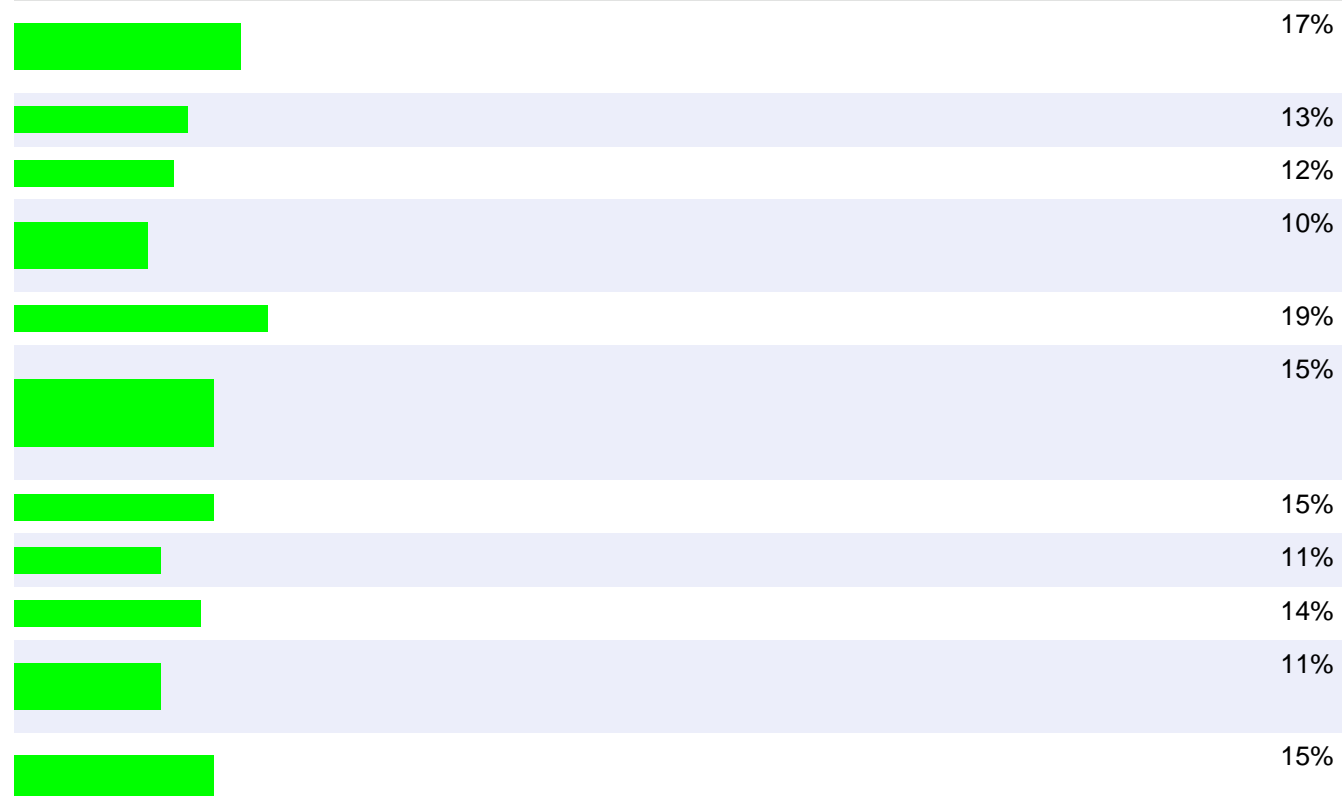
Percent of patients who reported that their room and bathroom were "Always" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

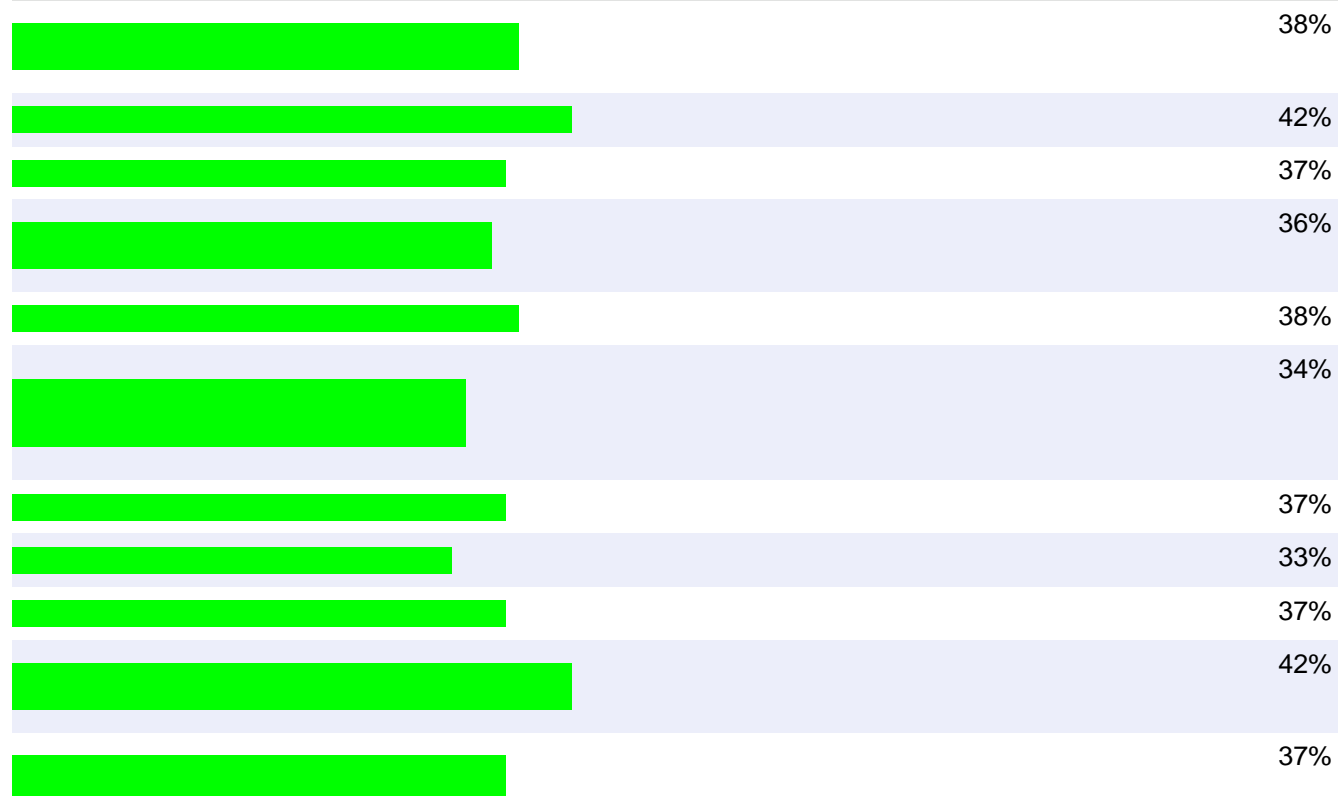
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



# Reading

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.

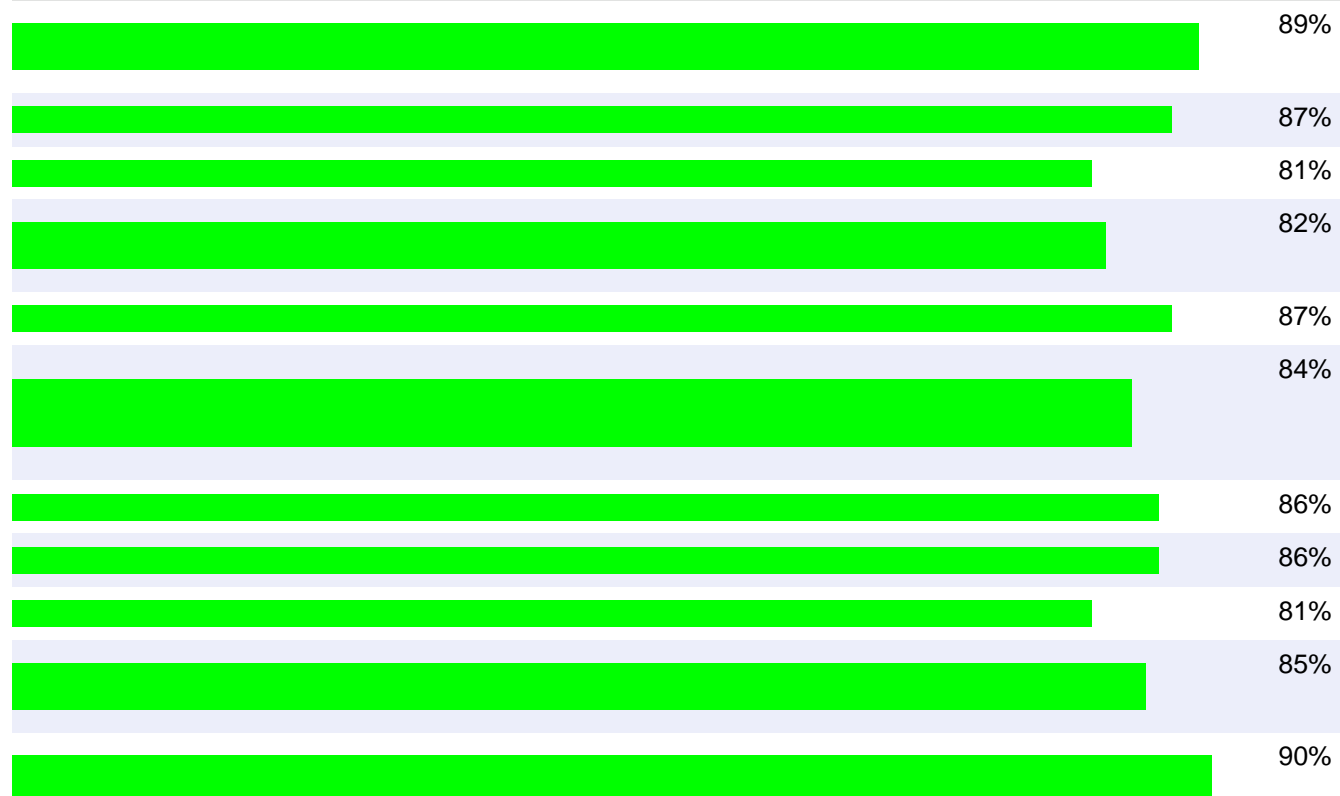




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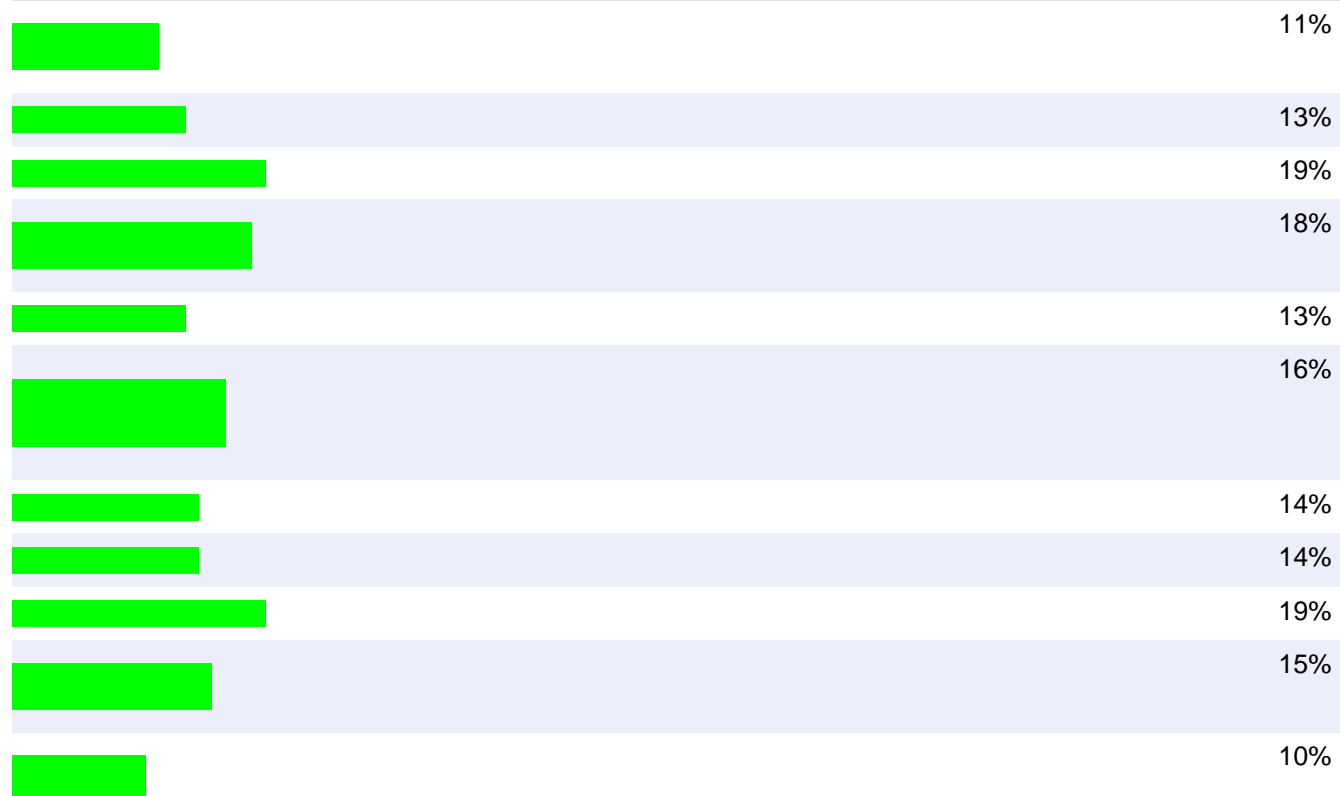
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

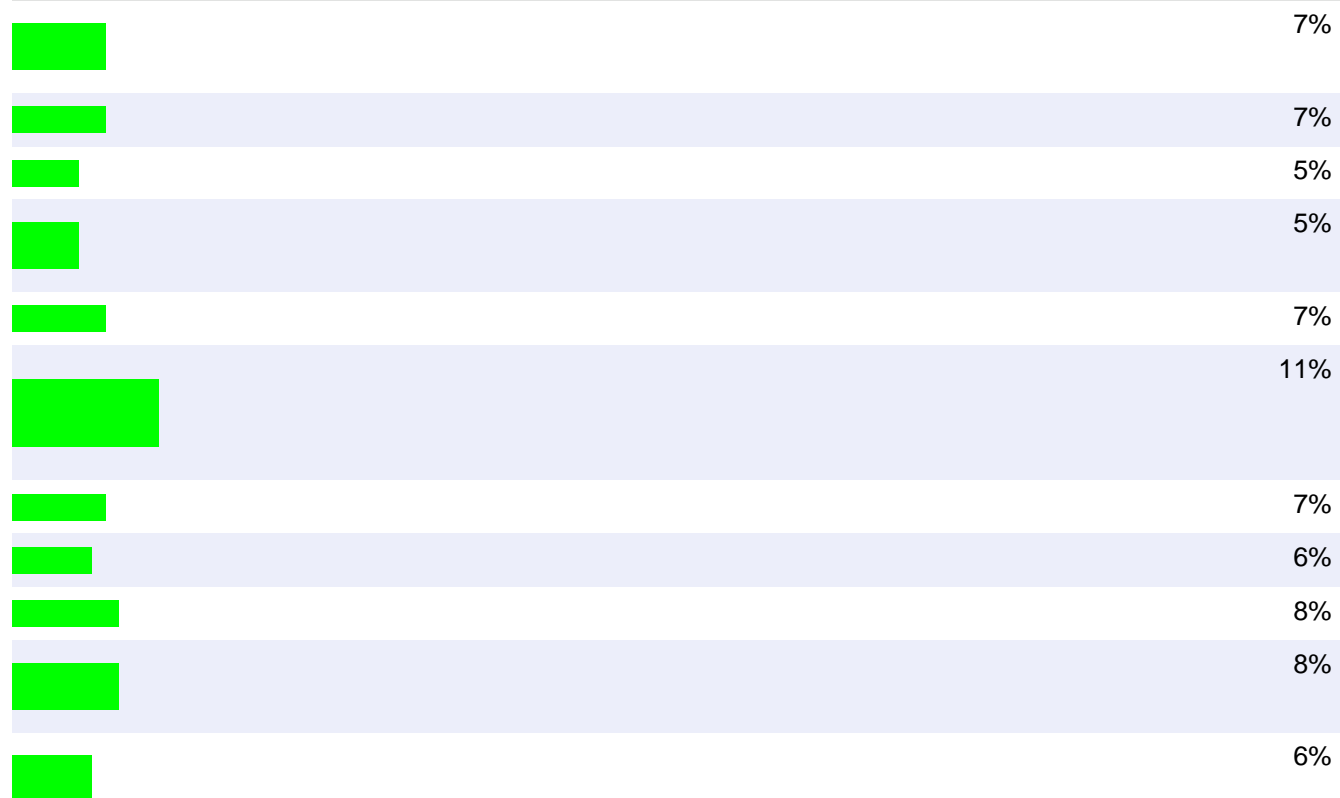
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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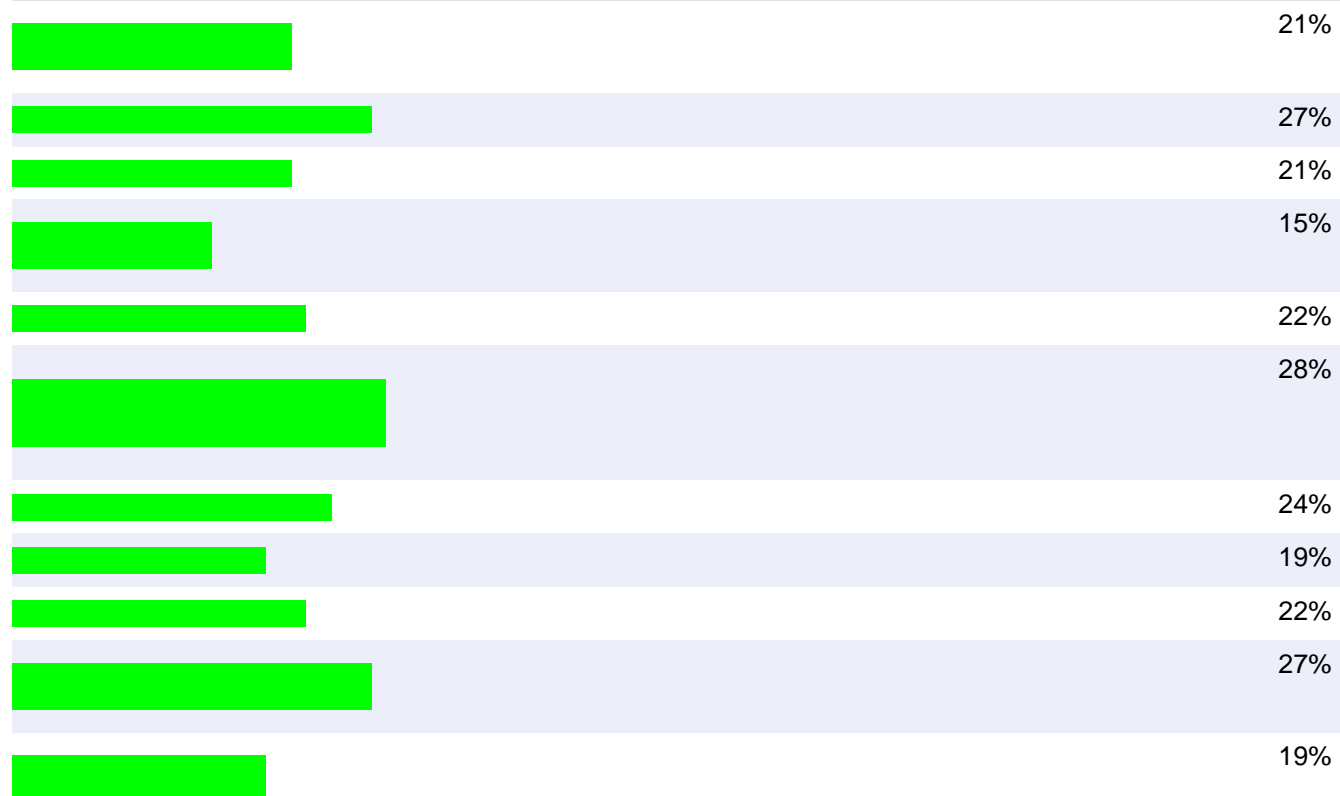
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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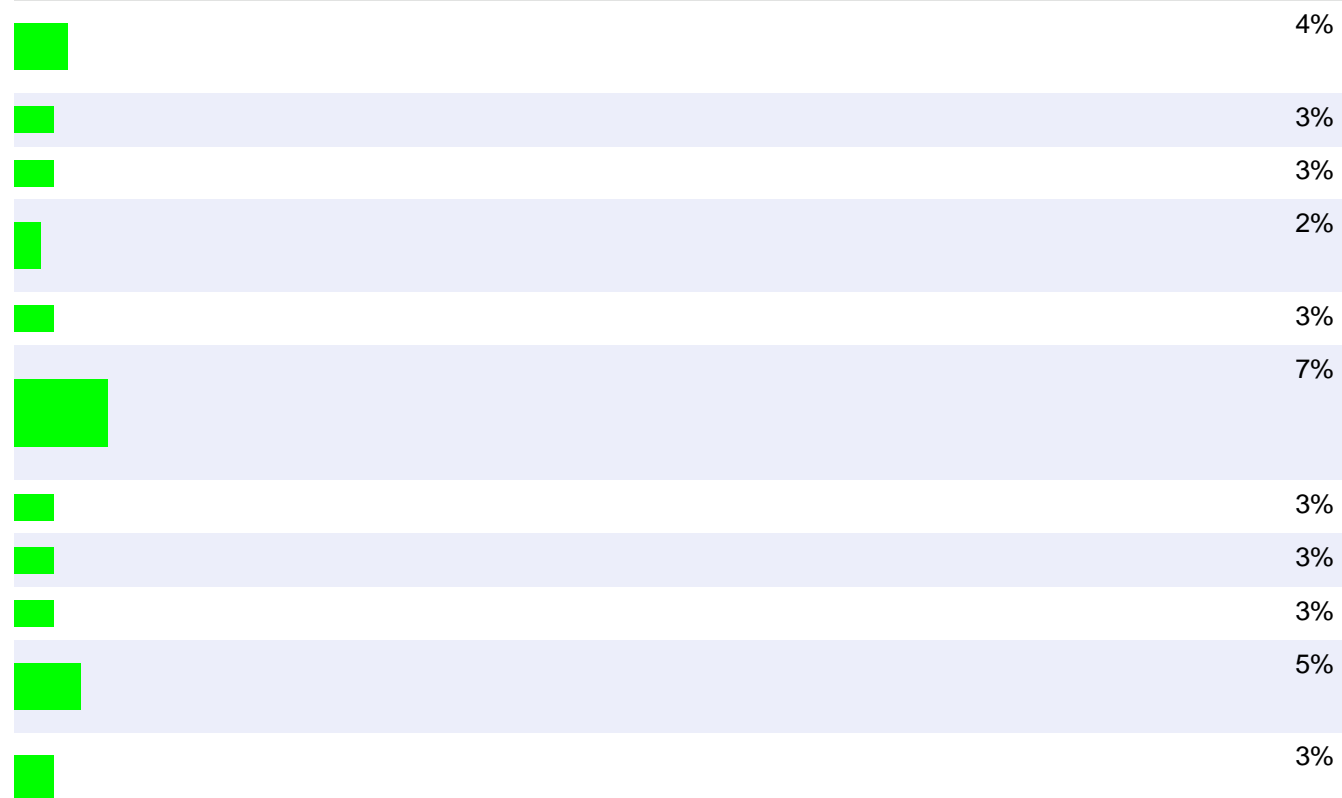
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

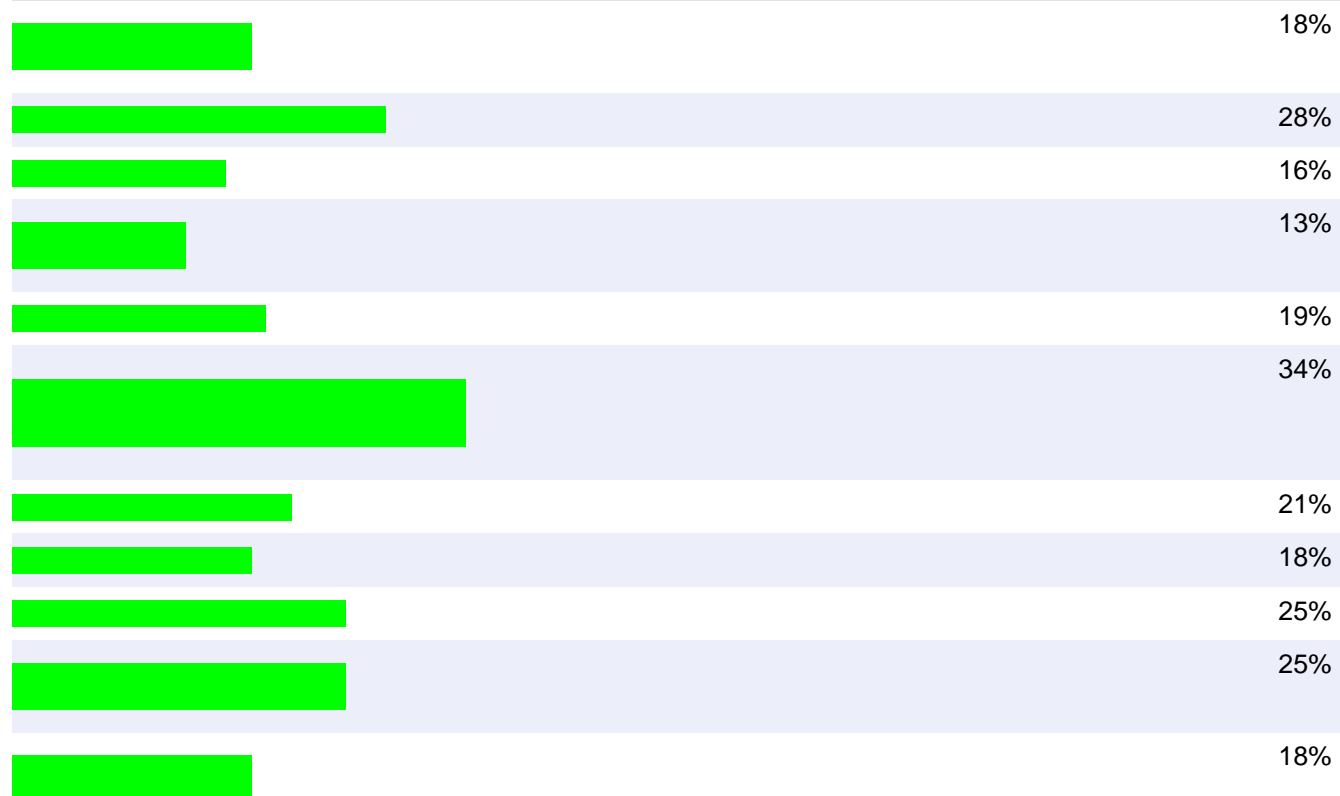
Percent of patients who reported NO,they would not recommend the hospital.



# Reading

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would probably recommend the hospital.



# Reading

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.





# Reading

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Number of Completed Surveys	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	

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Survey Response Rate Percent	Hospital Footnote
<div></div>	37%
<div></div>	45%
<div></div>	36%
<div></div>	42%
<div></div>	41%
<div></div>	26%
<div></div>	37%
<div></div>	35%
<div></div>	36%
<div></div>	40%
<div></div>	39%